

Amendments to the Claims:

Please amend the claims as instructed in the marked-up version of the Listing of Claims presented below. This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims

1. (Currently amended) A method for renting to a customer a self-storage unit located at a self-storage facility, said method comprising the steps of:

providing a customer service area including a customer service counter, the customer service counter having a ~~first predetermined~~ rental agreement viewing area which is viewed by at least one camera positioned in the customer service area, the customer service counter being configured to minimize glare in images captured by the at least one camera;

establishing voice communication between a remote manager and a customer entering the customer service area using a communication link so that the customer and the remote manager can orally communicate using the communication link;

the customer orally communicating to the remote manager through the communication link an indication of the storage needs of the customer;

the remote manager orally communicating to the customer through the communication link a recommended self-storage unit;

the remote manager facilitating inspection of the recommended self-storage unit by the customer, the step of the remote manager facilitating inspection of the recommended self-storage unit including the step of providing the customer access to the recommended self-storage unit so the customer can inspect the recommended self-storage unit;

providing the customer a hardcopy rental agreement form;

the remote manager directing the customer to fill out portions of the hardcopy rental agreement form;

the customer inserting certain data on the hardcopy rental agreement form as directed by the remote manager;

the customer placing the hardcopy rental agreement form on the ~~first predetermined~~ rental agreement viewing area; and

the remote manager verifying at least some of the inserted data using the output of the at least one camera, at least one image captured by the at least one camera allowing the remote manager to view an image of the hardcopy rental agreement placed on the ~~first predetermined~~ rental agreement viewing area by the customer.

2.-3. (Canceled)

4. (Previously Amended) The method of claim 1 wherein the step of establishing voice communication between the remote manager and the customer includes the step of automatically telephoning the remote manager when the customer activates a customer service area door contact by entering the customer service area through a door.

5. (Previously Amended) The method of claim 1 wherein the step of establishing voice communication between the remote manager and the customer includes the step of automatically effecting voice communication between the remote manager and the customer in response to the customer entering the customer service area.

6. (Previously Amended) The method of claim 1 wherein the step of establishing voice communication between the remote manager and the customer includes the step of automatically telephoning the remote manager when the customer picks up a telephone receiver disposed within the customer service area.

7. (Previously Amended) The method of claim 1 wherein the step of the remote manager orally communicating to the customer a recommended self-storage unit includes the steps of the remote manager identifying a self-storage unit which can accommodate the storage needs of the customer, and the remote manager recommending to the customer a self-storage unit within the self-storage facility that can accommodate the storage needs of the customer.

8. (Previously Amended) The method of claim 1 wherein the step of providing the customer access to the recommended self-storage unit includes the step of the remote manager selectively remotely opening an access gate to allow the customer access to and egress from the self-storage unit.

9. (Previously Amended) The method of claim 8 wherein the step of selectively remotely opening an access gate includes the step of the remote manager viewing an image of the customer using an on-site camera as the customer approaches the access gate.

10. (Previously Amended) The method of claim 1 wherein the hardcopy rental agreement form includes pre-printed self-storage unit identification information.

11.-38. (Canceled)

39. (Previously Added) The method of claim 1 and further comprising the step of the remote manager observing the customer by viewing at least one image of the customer generated by a camera positioned in at least one of the customer service area and the self-storage facility.

40. (Previously Added) The method of claim 1 and further comprising the step of the remote manager observing at least some of the self-storage units using a camera positioned in at least one of the customer service area and the self-storage facility.

41. (Previously Added) The method of claim 1 wherein the customer service area includes a merchandise cabinet having merchandise therein of possible interest to the customer, and further comprising the step of the remote manager selectively remotely unlocking the merchandise cabinet to allow the customer access to at least some of the merchandise.

42. (Previously Added) The method of claim 1 wherein the customer service area includes a door, and further comprising the step of the remote manager selectively remotely locking the door to limit entry into the customer service area.

43. (Previously Added) The method of claim 1 wherein the inserted data includes personal data and payment data, and further comprising the steps of the customer providing information corresponding to at least some of the inserted data, and the remote manager verifying the information using a camera positioned in the customer service area.

44. (Currently Amended) The method of claim 1 wherein the customer service counter includes a second ~~predetermined~~ viewing area, wherein the second ~~predetermined~~ viewing area is viewed by at least one camera positioned in the customer service area, wherein the at least one camera allows the remote manager to view an image of the second ~~predetermined~~ viewing area from the remote location, wherein the inserted data includes personal data and payment data, and further comprising the steps of the customer providing information corresponding to at least some of the inserted data, the customer placing the information on the second ~~predetermined~~ viewing area, and the remote manager verifying the information by viewing at least one image of the second ~~predetermined~~ viewing area captured by the at least one camera, the at least one image allowing the remote manager to view an image of the information corresponding to the at least some of the inserted data placed on the second ~~predetermined~~ viewing area by the customer.

45. (Previously Added) The method of claim 1 wherein the customer service counter is painted a dark color to minimize glare.

46. (Previously Added) The method of claim 1 wherein the customer service counter is illuminated with milky white lights to minimize glare.

47. (Previously Added) The method of claim 1 and further comprising the steps of providing a rental agreement drop box for depositing completed hardcopy rental agreement forms, and the customer inserting a completed hardcopy rental agreement form in the drop box.